CHARTER OAK STATE COLLEGE
JOB OPPORTUNITY
SYSTEM SUPPORT TECHNICIAN

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To:	The Public
Location:	85 Alumni Road, Newington, CT 06111
Hours:	Full Time
Salary:	$66,771
Closing Date:	October 2, 2014

General Knowledge:

Aids in the provisioning and de-provisioning of servers and user accounts on the end-user network and data center on a daily basis; Administrates and supports single Windows domain; Oversees data backup operations, tape rotation, and off-site vaulting; Implementation agent for server and desktop installation, imaging, and provisioning; Provides end-users support for MS Windows, Office Suite, and other PC Applications. Works with contractors to manage the availability, reporting, and documentation of the Charter Oak Information Technology resources (Servers, Client computers, telecommunication equipment); Appraises and evaluates the results of overall operations of computing and information technology functions.

Preferred Skills and Ability: See above.

Special Knowledge: Administrates and supports single Windows domain; Oversees data backup operations, tape rotation, and off-site vaulting; Implementation agent for server and desktop installation, imaging, and provisioning Provides end-users support for MS Windows, Office Suite, and other PC Applications. Maintains current knowledge of professional issues.

Position Summary:

The System Support Technician (SST) aids in the continuation of day to day operational usage and maintenance of the institutional technology infrastructure including: providing routine updates and maintenance to servers; monitoring prescribed system routines for exceptions; making recommendations in procedure improvements; and provides expert technical support to the end-user community. Performs other duties as assigned.

Special Experience:

Substitution Allowed: N/A

Eligibility Requirement: Associate or Bachelor's degree in MIS, Computer Science, or STEM field and a minimum of two (2) years' experience in the support and implementation of a networked environment; knowledge of fundamental computing and networking methodologies and technologies.

Application Instructions:

Interested and qualified candidates who meet the above requirements may view the complete job description and must submit a cover letter and resume by October 2, 2014 at http://www.charteroak.edu/AboutUs/Employment. No phone calls please.

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